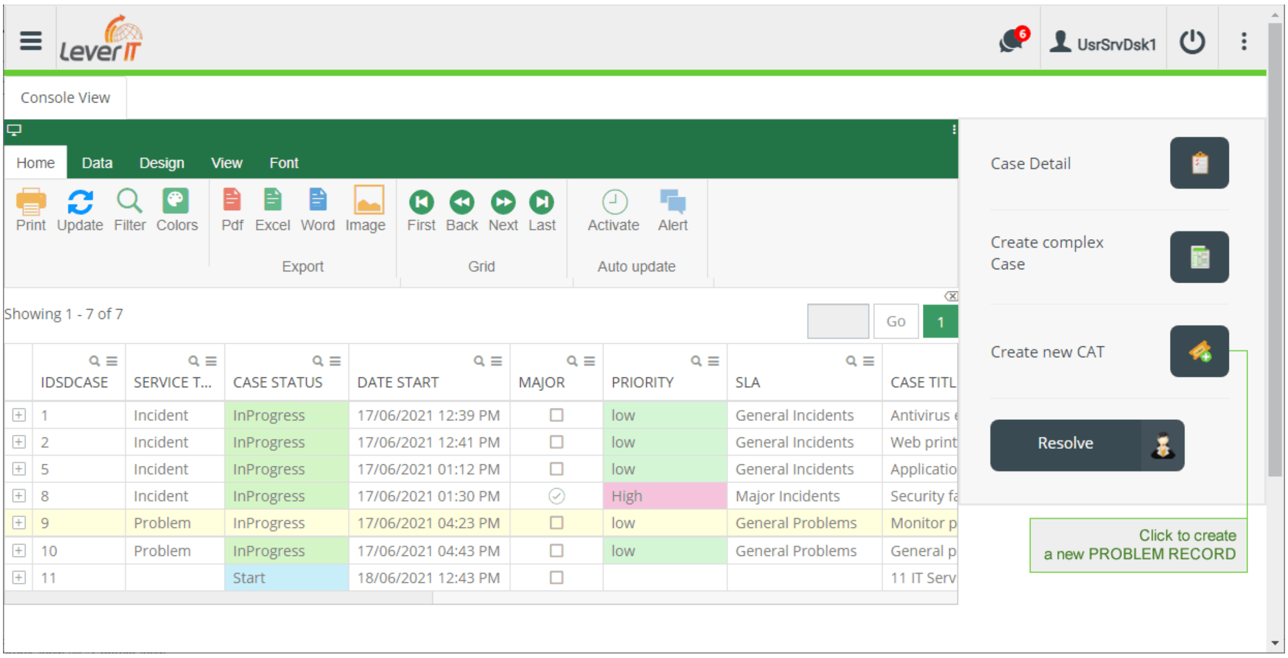
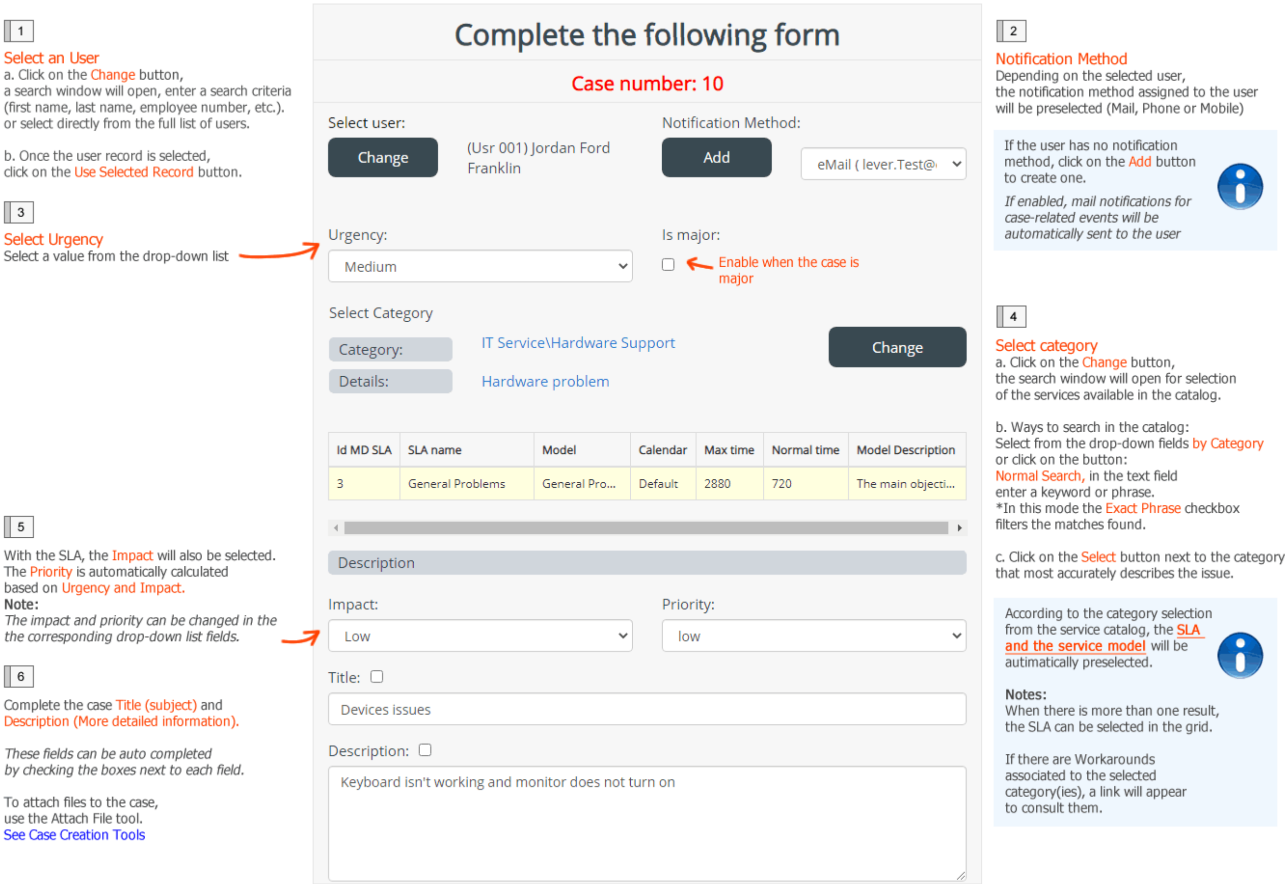
How to create a new problem record

1. Log into IthelpCenter portal. In the main menu select *Case Management* > *Console*

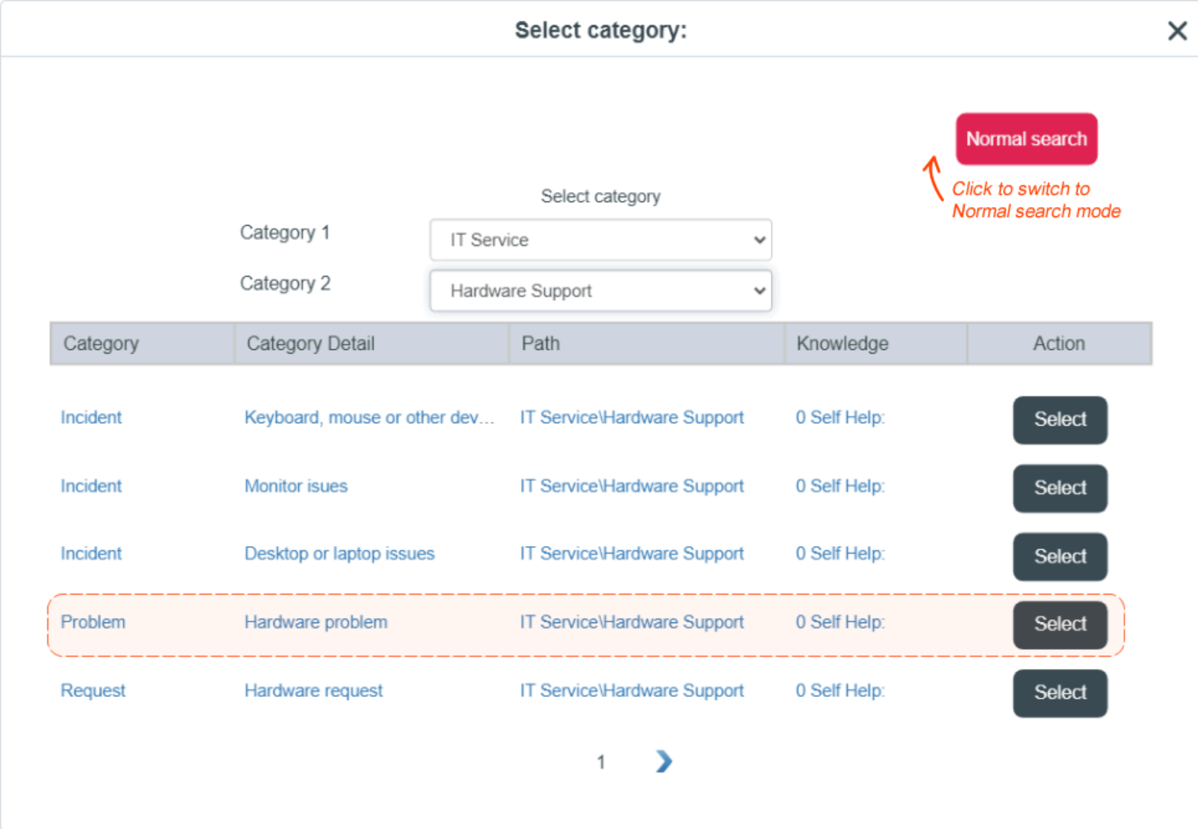


2. In the *console tool panel,* on the right side of the screen, click on the button ***Create new CAT***, the following case form will open:

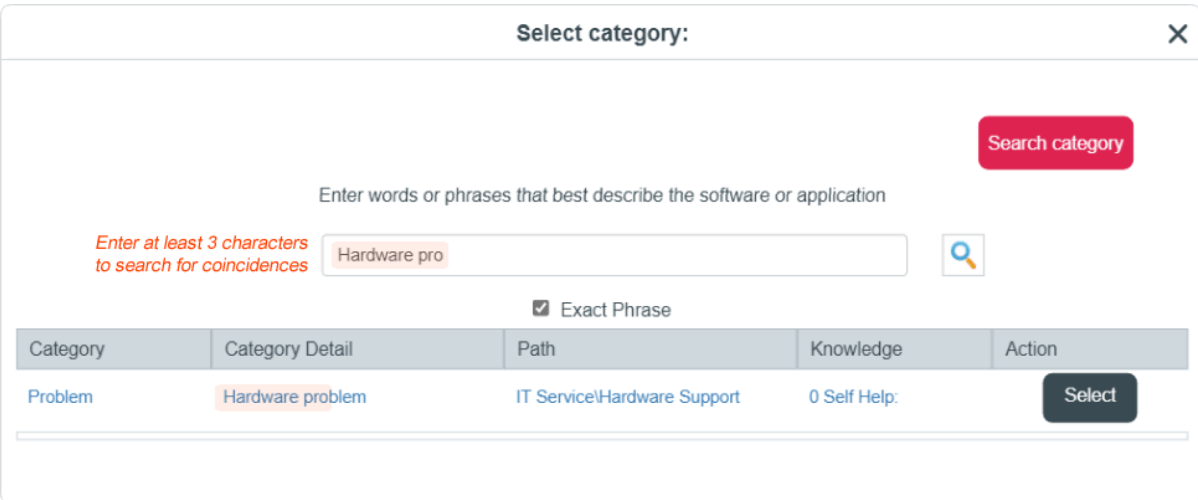


Category selection, search modes:

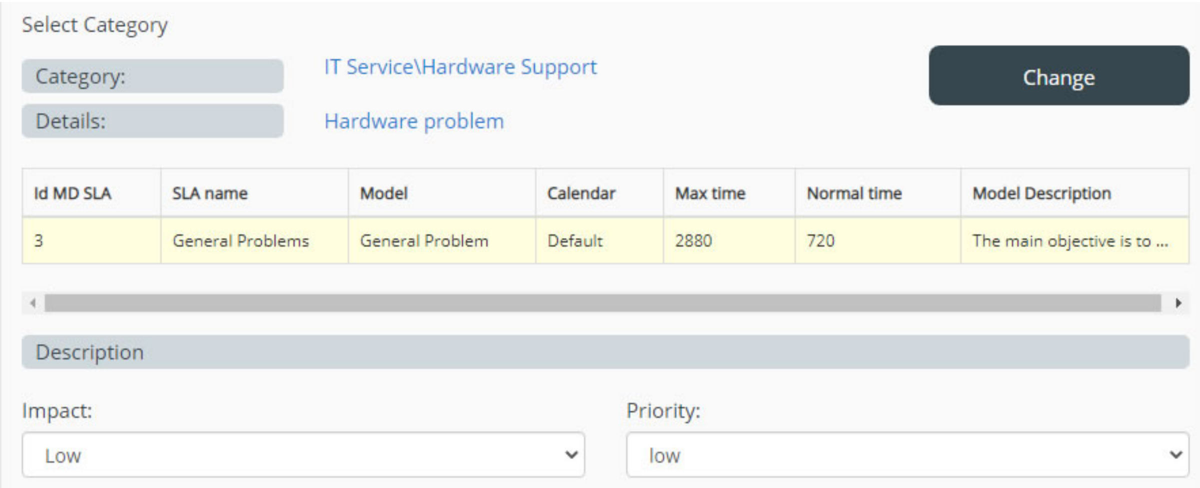
1. With the **CATEGORY SEARCH** mode, select in the drop-down field(s) the categories, according to the **PROBLEM**



2. When using the **NORMAL SEARCH** mode, enter at least 3 letters of the keyword to be searched for matches in the catalog.



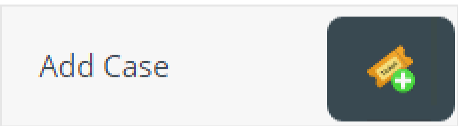
After selection, the SLA and service model will be automatically calculated:



3. **<u>Optional:</u> Additional forms**
   Besides the case form, additional forms and fields can be configured according to the model type. When enabled, these forms will be displayed after the model automatic calculation while filling the main case form.
   Forms may include:

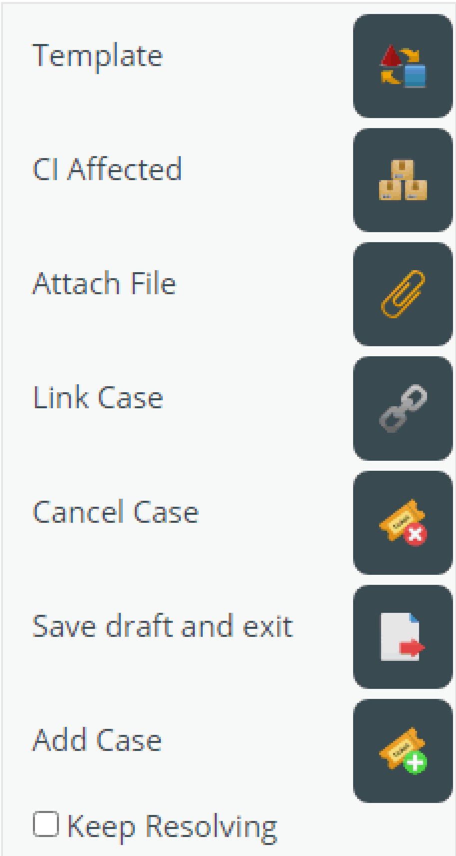
   - **One or more fields of type:**
     Text, numeric, decimal, Date/time selectors, checkboxes.
   - **Drop-down fields and buttons to validate information.**
   - **Mandatory or optional fields.**
   - **New, save and delete buttons:**
     Allows to include more than one record per form, which relate to the same case.

4. Once the case creation form has been filled out, click on the ***Add case*** button located on the case creation tool panel.



Case Creation Tools

After clicking on Create New CAT button the case creation form will open and the following tools will be available also:

	**Template:** See How to use template tool ×
	CI Affected: Allows to add/delete/edit CIs related to the case. See How to use CI affected tool ×
	Attach file: Allows to add/edit/delete files to the case. There is no restriction on the file type and the maximum file size allowed is 10Mb. See How to use attach file tool ×
	Link case: Allows to add/edit/delete case relations to the current case.[1] See How to use link tool ×
	Cancel case: Stops case creation, once this button is clicked a dialog box will appear to confirm the cancellation of the case, if confirmed, a popup window will appear informing that the case has been cancelled.
	Save draft an exit: Saves the entered case information and closes the case creation form, without deleting or canceling it. *Note that:* The case is not fully created yet and its initial status will be Start **To complete case creation,** select the record in the grid and double click on it to reopen the form. The status of the case after its creation will be InProgress
	Add case: Allows the creation of the case after completing the information of the basic form and additional forms[2].
	Keep Resolving: When this option is checked, the case attention window opens immediately after its creation only if the advisor is the case owner. When the advisor is a case handler, must select it in the grid of assigned cases to start attention.

[1] Case to which relations with other cases are added

[2] In case they are enabled and have mandatory fields